GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:267
ANSWERED ON:16.03.2016
Common Service Centres
Thakur Shri Anurag Singh

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of Common Service Centres set up during last three years and the current year so far, year and State-wise;

(b) whether the Government has fixed any target for setting up more Common Service Centres and if so, the details thereof, year and State-wise;

(c) whether the Government proposes to have one Common Service Centre per Gram Panchayat and if so, the action taken in this direction; and

(d) whether the Government has conducted any survey regarding the functioning of established Common Service Centres, and if so, the details thereof?

Answer

(a) to (d): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO LOK SABHA STARRED
QUESTION NO *267 FOR 16-03-2016 REGARDING COMMON SERVICE CENTRES
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(a): The year and state wise status of setting up of Common Services Centre (CSC) during last three years (2013 to 2015) and till February-2016 are at Annexure-A.
(b): Yes, Sir. The year and state-wise details are at Annexure-B.
(c): Yes, Sir. The following actions have been taken by the Government :

â€¢ "CSC 2.0: A Way Forward" Project has been approved, in which it has been decided to establish additional 1.50 lakhs CSCs (from existing One lakh CSCs) to cover at least one CSC in every Gram Panchayat across the country.
â€¢ The Implementation Guidelines has been issued to States/ UTs. (http://deity.gov.in/content/csc-2.0-way-forward-0)
â€¢ Advisory has been issued by Ministry of Panchayati Raj to all States and UTs, requesting to co-locate the CSCs in the Gram Panchayat (GP) Premises or provide suitable space near the GP Bhawans.
â€¢ District and State level workshops have been organised in different States across the Country to encourage/motivate villagers to engage themselves as CSC VLEs.
â€¢ A National level workshop for Women has been organised in New Delhi to encourage/motivate the women to become successful entrepreneurs through CSCs.
â€¢ A State level workshop for all the Village Level Entrepreneurs (VLEs) of Haryana has been organised recently to encourage/motivate award/incentivise the villagers to become successful through CSCs.
In addition, during the last 2 years, the following significant improvements have been made under CSC Scheme −
â€¢ Number of Active CSCs have increased to 1,57,040 as on 29.02.2016 from 83,950 (as on 31.05.2014);
â€¢ New Services namely Banking, Insurance and Pension under Prime Minister Jan Dhan Yojana have made CSCs very vibrant;
â€¢ Digital Saksharata Abhiyan (DISHA) for undertaking digital literacy has enabled active citizen participation through CSCs;
â€¢ About 600 workshops at Central/State/District level have been organised across the Country for training and advocacy;
â€¢ Railway, Passport, Election, Educational Services of National Institute of Electronics & Information Technology (NIELIT) and National Institute of Open Schooling (NIOS) have been rolled out through CSCs;
â€¢ Aadhaar Enrolment/Updation has been enabled through CSCs;
â€¢ The Government is determined to include the women and marginalised sections of the society in the CSC movement significantly. The following actions have been take :

o Government has already issued guidelines to give preference to women as VLEs;
o Awards/Incentives are being conferred to successful Women Village Level Entrepreneurs (VLEs);
o To encourage more participation of women, success stories are being published in monthly e-Magazine and News Letter.
o 500 women belonging to weaker sections were trained under DISHA to become VLEs.

(d): Yes, Sir. The following assessment studies/ surveys have been got conducted by the Government:
1. Mid Term Assessment of CSC Initiative (Indian Market Research Bureau International, April 2010): The findings are at Annexure- C
2. Impact Assessment of Indian Common Services Centres (International Telecommunications Unions, May 2013): The findings are at Annexure- D.
3. Assessment Study of Common Services Centres in Seven States (CIPS, March 2014): The finding are at Annexure-E.

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Annexure-A

YEAR - WISE CSC SET UP STATUS (Cumulative)

Sl No.	State	2013	2014	2015	Till Feb-2016
1	Andhra Pradesh	3932	4116	4550	4893
2	Arunachal Pradesh	169	200	200	200
3	Assam	3659	3915	2753	3816
4	Bihar	7027	8286	8243	8894
5	Chhattisgarh	2068	4394	5100	6416
6	Goa	12	0	0	0
7	Gujarat	12910	13685	13685	14708
8	Haryana	2	228	1932	2060
9	Himachal Pradesh	2372	3336	3036	3442
10	Jammu & Kashmir	849	989	1111	1226
11	Jharkhand	4393	4693	4705	4752
12	Karnataka	822	904	904	1148
13	Kerala	1913	2004	2682	2779
14	Madhya Pradesh	10126	13207	13207	13651
15	Maharashtra	25003	31272	31207	32313
16	Manipur	388	392	399	526
17	Meghalaya	196	227	221	235
18	Mizoram	122	136	43	136
19	Nagaland	109	220	45	239
20	Orissa	4636	6335	5469	7391
21	Punjab	2075	3569	3567	3778
22	Rajasthan	4720	7453	10360	9795
23	Sikkim	24	0	191	196
24	Tamil Nadu	1878	1130	5440	5625
25	Telangana	0	3464	843	3616
26	Tripura	146	146	202	206
27	Uttar Pradesh	14079	17882	19776	36479
28	Uttarakhand	1487	2079	2152	2300
29	West Bengal	5972	6337	5534	7040
STATES TOTAL		111089	140599	147557	177860

YEAR - WISE CSC SET UP STATUS (Cumulative)

Sl No.	Union Territory	2013	2014	2015	Till Feb-2016
1	Andaman and Nicobar	0	35	35	36
2	Chandigarh	1	28	28	29
3	Dadra and Nagar Haveli	0	8	9	60
4	Daman and Diu	0	1	7	43
5	Delhi	75	91	91	172
6	Lakshadweep	13	15	15	15
7	Puducherry	55	56	56	62
UTs TOTAL		144	234	241	417

36 GRAND TOTAL 111233 140833 147798 178277

Annexure-B

The State / UT-wise target to cover Gram Panchayats with CSC is as follows:

Sl No.	State	Total GPs planned	GPs to be covered by March 2016	GPs to be covered by Dec 2016
1	Andhra Pradesh	12833	12833	12833
2	Arunachal Pradesh	1779	923	1779
3	Assam	2196	2196	2196
4	Bihar	8463	6050	8463
5	Chhattisgarh	9734	5752	9734
6	Goa	189	189	189
7	Gujarat	13735	13735	13735
8	Haryana	6155	6155	6155
9	Himachal Pradesh	3243	2042	3243
10	Jammu & Kashmir	4128	1213	4128
11	Jharkhand	4423	2962	4423
12	Karnataka	5628	5628	5628
13	Kerala	979	979	979
14	Madhya Pradesh	23012	14643	23012
15	Maharashtra	27920	24123	27920
16	Manipur	165	165	165
17	Meghalaya	1463	703	1463
18	Mizoram	776	392	776

19 Nagaland 1123 543 1123
20 Orissa 6234 4289 6234
21 Punjab 12800 6650 12800
22 Rajasthan 9946 9946 9946
23 Sikkim 165 135 165
24 Tamil Nadu 12618 12618 12618
25 Telangana 8787 8787 8787
26 Tripura 1038 552 1038
27 Uttar Pradesh 51914 32948 51914
28 Uttarakhand 7555 3438 7555
29 West Bengal 3351 2765 3351
STATES TOTAL 242352 183354 242352

Sl No. Union Territory Total GPs planned GPs to be covered by March 2016 GPs to be covered by Dec 2016
1 Andaman and Nicobar 69 1 69
2 Chandigarh 17 17 17
3 Dadra and Nagar Haveli 11 11 11
4 Daman and Diu 14 14 14
5 Delhi 0 0 0
6 Lakshadweep 10 10 10
7 Puducherry 98 98 98
UTs TOTAL 219 151 219

36 GRAND TOTAL 242571 183505 242571

ANNEXURE-C
Mid Term Assessment of CSC Initiative (IMRB, April 2010)

The assessment was conducted through Indian Market Research Bureau International (IMRB International) to understand whether the CSC Scheme rollout has been taking place in the right direction and collect feedback on the CSC Scheme from various stakeholders likewise: Village Level Entrepreneurs (VLE), Service Center Agencies (SCA), Citizens, Government Agencies (GA), Local Level Intervening Institutions (LLII) and National Level Service Providers (NLSP).
The survey was conducted across 19 states covering 15 SCAs. A structured questionnaire was administered to respondents across the above segments to capture their experiences and views on different aspects related to the CSC Scheme.
The key observation results of the assessment are as follows:
a) 58% of the CSCs were operational, while 38% were yet to be established. Further, 4% had shut down.
b) Almost half (46%) of the CSCs were open 7 days a week − providing rural citizens with additional flexibility to access services.
c) More than 95% of the VLEs interviewed were found to be SSC/HSC or with higher educational qualifications.
d) 10% of the VLEs were found to be female − indicating that the CSC Scheme is creating a movement for empowering women in rural areas.
e) More than half of the VLEs were found to have received some training and most of them were satisfied with this training across parameters.
f) 74% of the CSCs earned less than Rs 3000 per month. For 45% of the VLEs, operating a CSC is the only source of income.
g) Government Functionaries cited frequent power cuts as a common reason impacting the CSC usage.
h) As per the village head, central location of the CSC (59%) and reasonable service charges (58%) are the top 2 driving forces for the usage of the CSCs.

ANNEXURE-D
Impact Assessment of Indian Common Services Centres (International Telecommunications Union, May 2013)

The study focused on offering the status report of the CSCs as well as identifying and highlighting the best practices and successful models within the scheme. In doing so, the study highlighted the challenges facing the scheme, especially the ones that take the scheme away from realising the implementation of CSCs.
The study helped to gain an understanding of the situation that prevails in the implementation of the CSC scheme. In addition, the study compared Indian CSCs with the global telecentre movement and highlighted the best practices that have emerged in India. This has also helped in offering recommendations for strengthening the scheme.
The key observation results of the assessment are as follows:
a) USO funds are required for addressing access and content needs of the CSCs
b) Legal and institutional framework are required to maximise the use of CSCs
c) Encourage local level R&D to stimulate local innovations and contributions to CSCs
d) CSC SPV for stimulating partnerships for delivering services through CSCs
e) Consider recognising all public access points for CSC up scaling plan
f) Developing service level charter to move towards professionalising the CSCs
g) Developing common branding to achieve impact
h) Constitution of Indian CSC network as a means to encourage peer-learning
i) Consider investing in developing a CSC ecosystem
j) Develop outcome mapping exercise to establish credibility and long-term sustainability

ANNEXURE-E

Assessment Study of Common Services Centres in Seven States (CIPS, March 2014)

An independent assessment study was conducted through Centre for Innovations in Public Systems (CIPS), Hyderabad. The States of Andhra Pradesh, Jammu & Kashmir, Jharkhand, Kerala, Madhya Pradesh, Rajasthan and Tripura were identified for the study.

The purpose of the study was to obtain meaningful pointers as regards (i) the nature and extent of the success of the CSC project in achieving its purpose and objectives; (ii) the administrative issues affecting the performance of the CSCs; and (iii) the sustainability of the CSCs in the long run.

Study reveals that following are some aspects, which if addressed appropriately, would contribute to greater success of the CSC scheme.

â€¢ The states do realize that CSC is an important vehicle for providing citizen services and as a part of the larger reform agenda of transforming the socio-economic status of the rural populace.
â€¢ Greater role by DeitY in policy and resource support through a steering committee approach,
â€¢ Strengthening of the institutional framework,
â€¢ Greater involvement of district administration in the implementation of the CSC Scheme,

It also emerged that the success of the CSCs depends on the following:

â€¢ VLE is a woman
â€¢ CSCs have high visibility
â€¢ Militancy is not affecting CSC operations
â€¢ Floor area is more or higher no of counters
â€¢ Internet availability is longer is better
â€¢ Electricity is available
â€¢ CSCs have power backup
â€¢ Availability of power supply is better
â€¢ CSC is the only source of income for VLE
â€¢ VLE is educated & have computer knowledge
â€¢ Suitable training is given to VLE
â€¢ Promotional campaigns by SCA and VLE are higher
â€¢ CSC is the only source of income for VLE

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